

External User's Guide to State of Iowa Secure Email System



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V1.0

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Secure Email

Email is a primary communication tool and is often used to communicate confidential or sensitive information – information that needs to be protected. Most email is sent and received in an unsecure manner, such that it could potentially be read by unintended parties. The State of Iowa has implemented a Secure Email System that enables state workers and others to communicate confidential or sensitive information in a secure manner.

Secure Email System

Secure email messages are stored on a State of Iowa email device in a protected location. When a secure email is sent, the party on the “To:” line receives a notification message in their email in-box indicating they have a secure email from the State of Iowa. This notification message indicates who sent the email, how to access it, and that it will be available for 14 days.

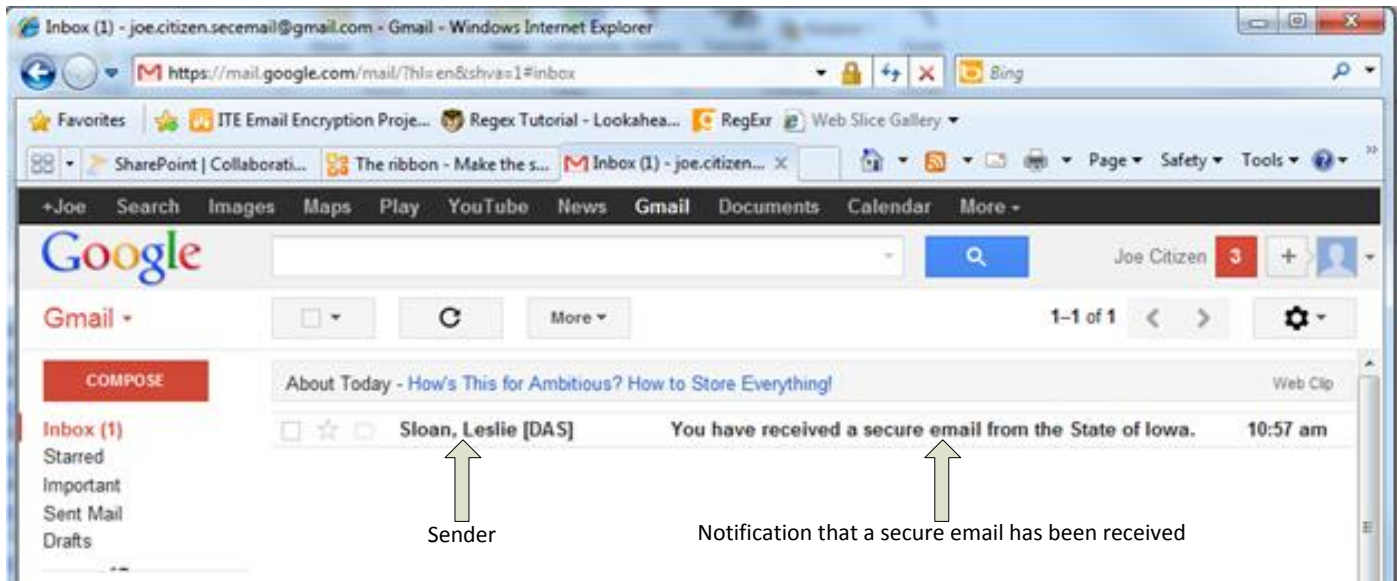
In order to access a secure email the party on the “To:” line (also known as the recipient) must have an Enterprise A&A Account (also known as an IowaID account). The Enterprise A&A Account System is a standardized way for the State of Iowa to verify the identity of individual users of secure web applications. Many state agencies already use the Enterprise A&A Account System to provide access to secure web applications. If you already have an Enterprise A&A Account for one of these web applications, you may use the same account ID and password for the Secure Email System. The email address the secure mail is sent to must match the email address in the Enterprise A&A Account System in order to use an existing Enterprise A&A Account.

Using the Secure Email System the first time



When the recipient clicks on the link (or follows the provided URL) to open their secure email message; the process determines if the email address in the “To:” line is associated with an Enterprise A&A Account; if not, the recipient will be guided through the Enterprise A&A Account creation process and then directed to logon to the Secure Email System and presented with their secure email message.


The following images are screen shots of all the screens a first time user of the Secure Email System will encounter.




First, the recipient will see a notice in their regular email that they have received a secure email from the State of Iowa.



When the recipient clicks on the message and displays the picture – they will see the following screen:



You have received a secure email from the State of Iowa.  

 **Inbox** x

 **Sloan, Leslie [DAS]** Leslie.Sloan@iowa.gov 10:57 AM (1 minute ago) ☆  

to me ▾

Sender ↑

 **iowa.gov**
SECUREMAIL


You have received a secure email from the State of Iowa.

Read your secure message by clicking the link below or paste the following address in your browser.

https://securemail.iowa.gov/verify/login.php?fm=https://securemail.iowa.gov/module/securemail.fe?reqobject=Locale&reqaction=20&lang=en&id=joe.citizen.secemail@gmail.com&page=securemail_envelop&subject=This%20is%20a%20test%20email%20-%20SecureMail&sender=leslie.sloan@iowa.gov&ibeId=IBE.q47Fv8d8022549-q47Fv8dA0225490001231

The Web browser will be launched and prompt you to log in.

Your secured email message will be available for 14 days.

If you have concerns about the validity of this message, contact the sender directly,

OR contact the State of Iowa Information Technology Service Desk: Email: ITE.Servicesdesk@iowa.gov Phone: [515-281-5703](tel:515-281-5703) or [1-800-532-1174](tel:1-800-532-1174).

SecureMail Help - [Help](#)
About the State of Iowa SecureMail Service - [About](#)

How to access the secure email ←

How long the secure email will be available ←

How to get help →

The recipient can access their secure email by either clicking the link or copying and pasting the URL in a browser window.

If the recipient is a new user to the Secure Email System, they will be guided through the process to create an Enterprise A&A account.

Mon May 7 11:07:43 2012[Help] [Login to mailbox]

Secure Email Service

An account id was not found for the email address joe.citizen.secemail@gmail.com.
You will need to establish an account before message details can be retrieved.
[Click here to start the create account process.](#)

NOTICE: You are about to interact with a publicly accessible website owned and operated by the State of Iowa. The actual, or attempted, unauthorized access, use, or modification of this website and its contents is strictly prohibited. Violators may be subject to administrative disciplinary action, civil litigation, and/or criminal prosecution in accordance with applicable State and Federal laws.

The use of this website may be monitored and recorded for administrative and security reasons. The State of Iowa and its agents may provide the information and evidence collected to third-parties including law enforcement officials.

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Click the link to start the create account process.

Enter the recipient's first and last names and click the "Register" button.

State of Iowa Secure Email


Enterprise A&A		What Is A&A?	
SIGN IN	CREATE AN ACCOUNT	FORGOT PASSWORD	FORGOT ID

Create an account for State of Iowa Secure Email here.

Sign up now to get credentials you can use for State of Iowa Secure Email and at other Enterprise A&A enabled sites.

First Name:

Last Name:



Before Beginning:

- You must have a valid email address.
- The same PC and browser must be used for your entire registration.
- Make sure your browser has Cookies and JavaScript enabled.
- Your A&A Account ID may not contain profanity or special characters.
- You will be required to complete some Security Baseline Questions.

Contact the DAS-ITE Service Desk if you need personal assistance.
Email: ITE.Servicedesk@iowa.gov Phone: 515-281-5703 or 1-800-532-1174

You are looking at SSO Logon	Transaction Id: TMUGYN
©2004 State of Iowa, DAS-ITE	Version 2.5.6
Additional Terms, Privacy & Warranty Information	

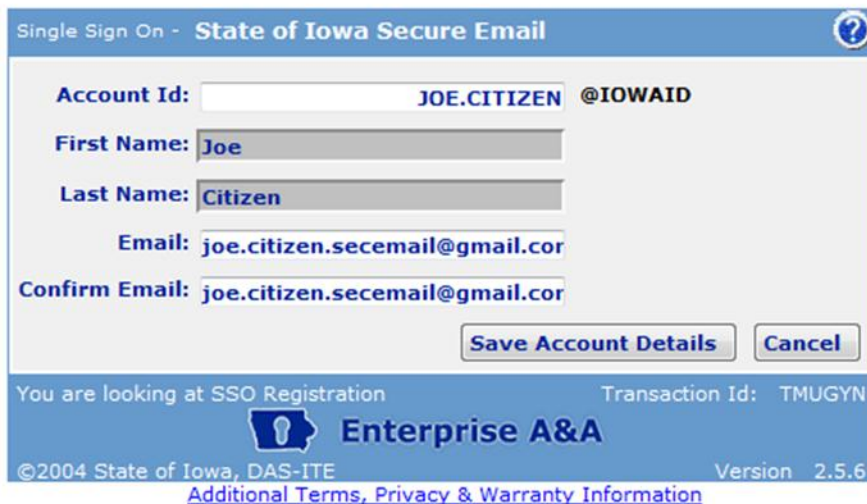
The Enterprise A&A Account System is a standardized way for the State of Iowa to verify the identity of individual users of secure web applications. The DAS-ITE Service Desk is available to assist with the Enterprise A&A Account creation process.

By email: ITE.Servicedesk@iowa.gov

By phone: **515-281-5703** or **1-800-532-1174**.

Account Id, First Name and Last Name will be pre-filled. Account Id can be edited if desired. Enter the email address that you received the secure email notification message in the “Email” and “Confirm Email” text boxes.

State of Iowa Secure Email



The screenshot shows a web browser window titled "Single Sign On - State of Iowa Secure Email". The form contains the following fields: "Account Id:" with the value "JOE.CITIZEN @IOWAID", "First Name:" with "Joe", "Last Name:" with "Citizen", "Email:" with "joe.citizen.secemail@gmail.cor", and "Confirm Email:" with "joe.citizen.secemail@gmail.cor". There are "Save Account Details" and "Cancel" buttons. The footer includes "You are looking at SSO Registration", "Transaction Id: TMUGYN", the "Enterprise A&A" logo, "©2004 State of Iowa, DAS-ITE", and a link to "Additional Terms, Privacy & Warranty Information". The version is "2.5.6".

After “Save Account Details” is clicked, this screen is displayed.



The screenshot shows the same registration form as above, but with a confirmation dialog box overlaid. The dialog box contains the following text: "You are about to register for a new account using the Account Id located at the top of the form. All spaces and most special characters will be stripped from your Account Id. Click the ? image found at the top of the form for help information. Do you want to continue with your registration?". There are "OK" and "Cancel" buttons at the bottom of the dialog box.

After the “Ok” button is clicked, this screen advising the recipient to access their email is displayed. Please leave this screen open until you have completed the A&A Account creation and activation process.

State of Iowa Secure Email

Single Sign On - State of Iowa Secure Email

An email has been sent to the email address you provided. It will contain your Account id and instructions to complete your registration.

The email that was just sent to you may show up in a matter of seconds or could take hours. Once sent we have no way to track this email to determine if or when you will or have received it. If you do not receive an email within 2 days and or complete the registration process defined in this email you will be required to start the registration process over.

Make sure to check your spam or blocked email folders as in rare occurrences email security products are not allowing this email to be received normally.

****ATTENTION****

Deleting browser cookies will prevent you from completing your registration. Some browsers can be configured to delete cookies upon exit. If you are unsure how your browser is configured we recommend you leave this window open and immediately complete the registration using the instruction that have just been emailed to you.

You are looking at SSO Reg Confirmation

Transaction Id: TMUGYN

 **Enterprise A&A**

©2004 State of Iowa, DAS-ITE

Version 2.5.6

[Additional Terms, Privacy & Warranty Information](#)

The recipient needs to return to their email inbox to locate the email sent from “entaa-noreply” and start the account activation process.

Google

Joe Citizen

3

+ Share

Gmail

1-2 of 2

COMPOSE

HIPAA Encryption: Get It - vormetric.com - Secure HIPAA Encryption. Download a Free Whitepaper to Learn How. [Why this ad?](#)

Inbox (1)

Starred

Important

Sent Mail

Drafts

☐ ☐ ☐ entaa-noreply

Account Confirmation for State of Iowa Secure Email - Welcome from

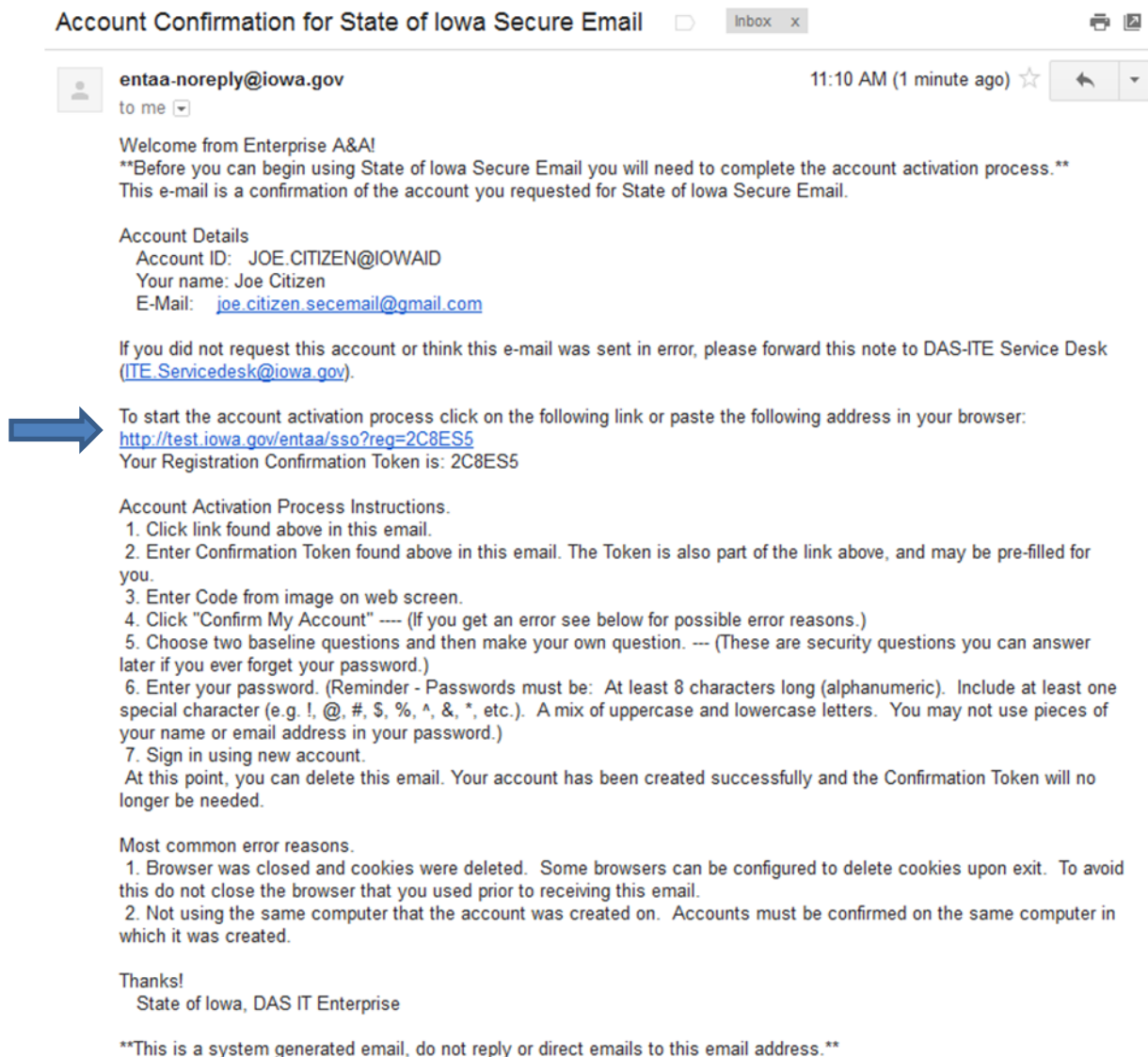
11:10 am

☐ ☐ Sloan, Leslie [DAS]

You have received a secure email from the State of Iowa. - You have receive

10:57 am


Open the email with the subject "Account Confirmation for State of Iowa Email".



Click on the link or copy and paste the URL in your browser to start the account activation process.

Enter the text shown in the box in Step 2 then click “Confirm My Account” button.

State of Iowa Secure Email

 Enterprise A&A


What Is A&A?

Account Confirmation


STEP 1

Enter the 6 character Registration Confirmation Token found in the Account Confirmation Email you received.

If you did not receive an email or are having an issue with Step 1 click the following button to create a [New Account](#)




STEP 2



Enter the code shown above or [play audio code](#)

or [Get me one I can read!](#)



STEP 3

[Confirm My Account](#)

You are looking at SSO Account Management Confirmation
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[Additional Terms, Privacy & Warranty Information](#)

Transaction Id: TMUGYN
Version 2.5.6

Select security questions and provide answers. Write a security question for Question 3 and provide your answer.

State of Iowa Secure Email

Self Service Password Change - State of Iowa Secure Email

?

Identity Baseline for JOE.CITIZEN@IOWAID

On this page, you must create your *identity baseline*. This is a set of questions and answers you establish for your account. If you forget your password or lock your account for some reason, you can answer these questions to get access to your account.

Question 1:
— Select Question —
Answer 1: Confirm:

Question 2:
— Select Question —
Answer 2: Confirm:

Question 3 (Create your own question.):

Answer 3: Confirm:


Save Identity Baseline

Some guidelines for setting your baseline:

1. Choose questions and answers that you know well, but that others don't.
2. Avoid special characters like commas or quotes that you may not enter the same way later.
3. Keep your answers simple - for example, use "paperboy" instead of "The Des Moines Register paper delivery" for your first job.
4. You must create your own question when a drop down list is not provided. Usually this is the case for the last one or two questions shown above.

You are looking at SSO Initialize Account

Transaction Id: TMUGYN

 **Enterprise A&A**

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Version 2.5.6

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State of Iowa Secure Email

The screenshot shows a web browser window titled "Self Service Password Change - State of Iowa Secure Email". It features a blue header bar with a question mark icon. Below the header, a message icon indicates "You must change your password." The main content area is titled "Password Change for JOE.CITIZEN@IOWAID" and contains two input fields: "Enter new password:" and "Confirm new password:". Below these fields, the "Password Rules:" are listed: "Passwords must be: At least 8 characters long (alphanumeric). Include at least one special character (e.g. !, @, #, \$, %, ^, &, *, etc.). A mix of uppercase and lowercase letters. You may not use pieces of your name or email address in your password." At the bottom of the form are two buttons: "Save New Password" and "Cancel". The footer of the page includes the text "You are looking at SSO Initialize Account", "Transaction Id: TMUGYN", the "Enterprise A&A" logo, "©2004 State of Iowa, DAS-ITE", "Version 2.5.6", and a link to "Additional Terms, Privacy & Warranty Information".


Create a password that is a minimum of 8 characters containing BOTH letters and numbers and at least 1 special character (!, @, #, \$, %, ^, &, *).

Create a strong password you can remember


What to do	Suggestion	Example
Start with a sentence or two (about 10 words total).	Think of something meaningful to you.	Long and complex passwords are safest. I know my stuff.
Turn your sentences into a row of letters.	Use the first letter of each word.	Iacpasikms (10 characters)
Add complexity.	Make only the letters in the first half of the alphabet uppercase.	IACpAsIKMs (10 characters)
Add length with numbers.	Put two numbers that are meaningful to you between the two sentences.	IACpAs56IKMs (12 characters)
Add length with punctuation.	Put a punctuation mark at the beginning.	!!ACpAs56IKMs (13 characters)
Add length with symbols.	Put a symbol at the end.	!!ACpAs56IKMs% (14 characters)

On the next screen enter the Enterprise A&A Account and password just created and click “Sign In”.

State of Iowa Secure Email

 **Enterprise A&A** [What Is A&A?](#)

[SIGN IN](#) [CREATE AN ACCOUNT](#) [FORGOT PASSWORD](#) [FORGOT ID](#)

 You have successfully changed your password. To continue, you will need to log on with the new password.


Sign into State of Iowa Secure Email here.

Enter your Account Id and password to sign into State of Iowa Secure Email.

Account Id:

Password:

☐ **Take me to my Account Options after I Sign In.**



Account Id Examples:

- *firstname.lastname@iowaID*
- *firstname.lastname@iowa.gov*
- *firstname.lastname@iwd.iowa.gov*
- *firstname.lastname@dhs.state.ia.us*

[Need an Account?](#)
[Forgot Password?](#)
[Forgot Id?](#)

Contact the DAS-ITE Service Desk if you need personal assistance.
Email: ITE.Servicedesk@iowa.gov Phone: 515-281-5703 or 1-800-532-1174

You are looking at SSO Logon Transaction Id: TMUGYN
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[Additional Terms, Privacy & Warranty Information](#)

This screen will be displayed when the recipient accesses the Secure Email system in the future (no need to access the Enterprise A&A account screens again unless assistance with your Enterprise A&A account is required).



Mon May 7 11:17:00 2012 [Help] [Login to mailbox]

Secure Email Service

Welcome JOE.CITIZEN@IOWAID

Click the link below to logon to the Secured Email System using your A&A account password for the IowaID account listed above. This will enable you to access the secured email that was sent to "joe.citizen.secemail@gmail.com".

Click here to Logon

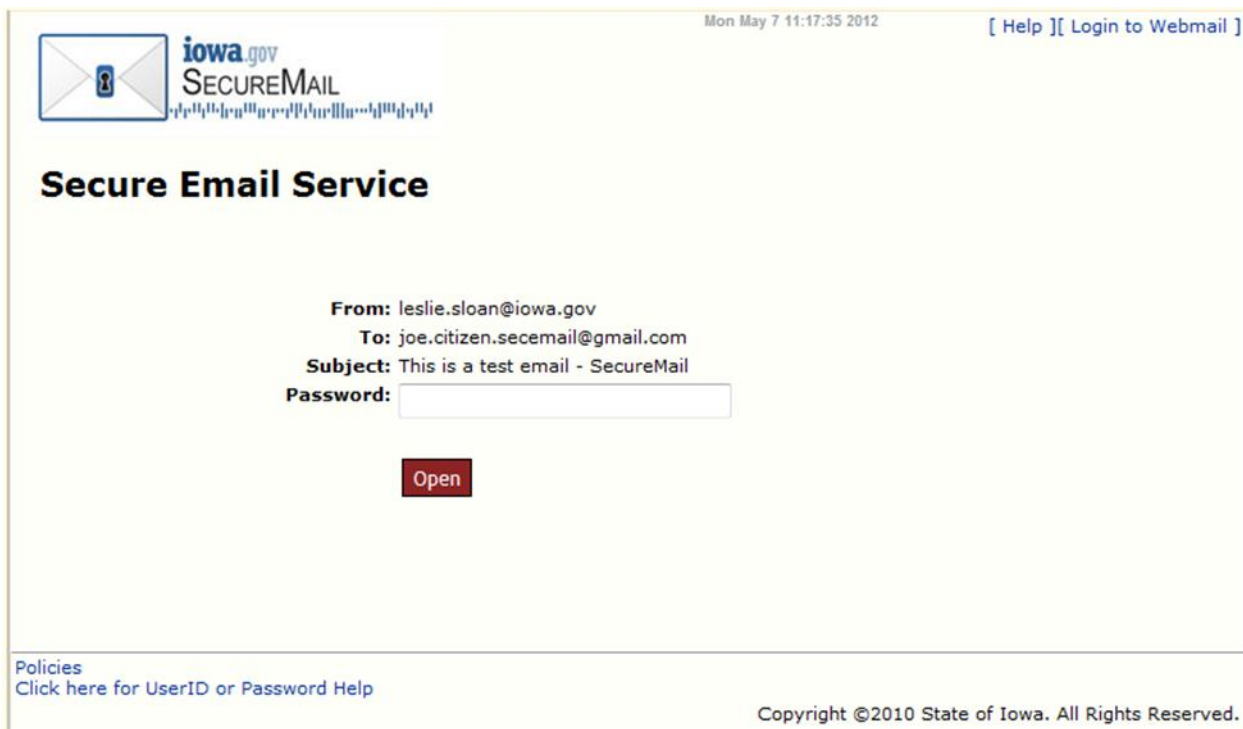
[Click here for UserID or Password Help](#)

NOTICE: You are about to interact with a publicly accessible website owned and operated by the State of Iowa. The actual, or attempted, unauthorized access, use, or modification of this website and its contents is strictly prohibited. Violators may be subject to administrative disciplinary action, civil litigation, and/or criminal prosecution in accordance with applicable State and Federal laws.

The use of this website may be monitored and recorded for administrative and security reasons. The State of Iowa and its agents may provide the information and evidence collected to third-parties including law enforcement officials.

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Click the link to logon to get to the next screen:



Mon May 7 11:17:35 2012 [Help] [Login to Webmail]

Secure Email Service

From: leslie.sloan@iowa.gov
To: joe.citizen.secemail@gmail.com
Subject: This is a test email - SecureMail

Password:

Open

[Policies](#)
[Click here for UserID or Password Help](#)

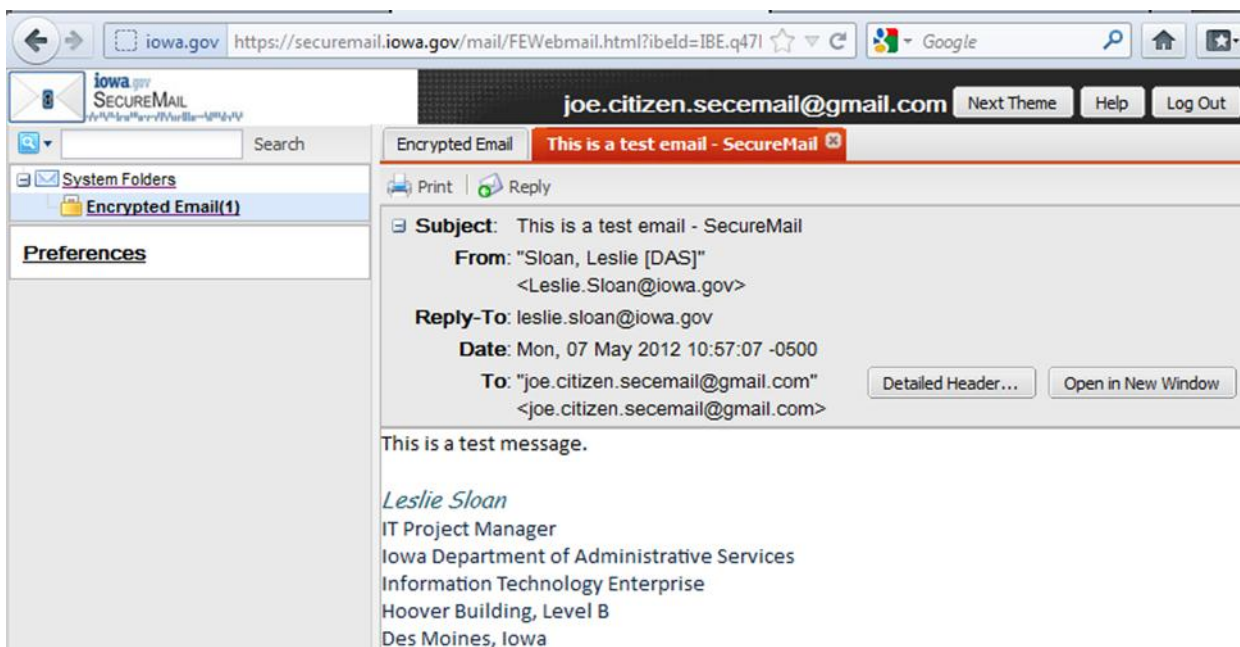
Copyright ©2010 State of Iowa. All Rights Reserved.

Enter the password created for the recipient's Enterprise A&A Account in the password box.

The recipient will need to read and accept the login disclaimer – click the “Accept” button.



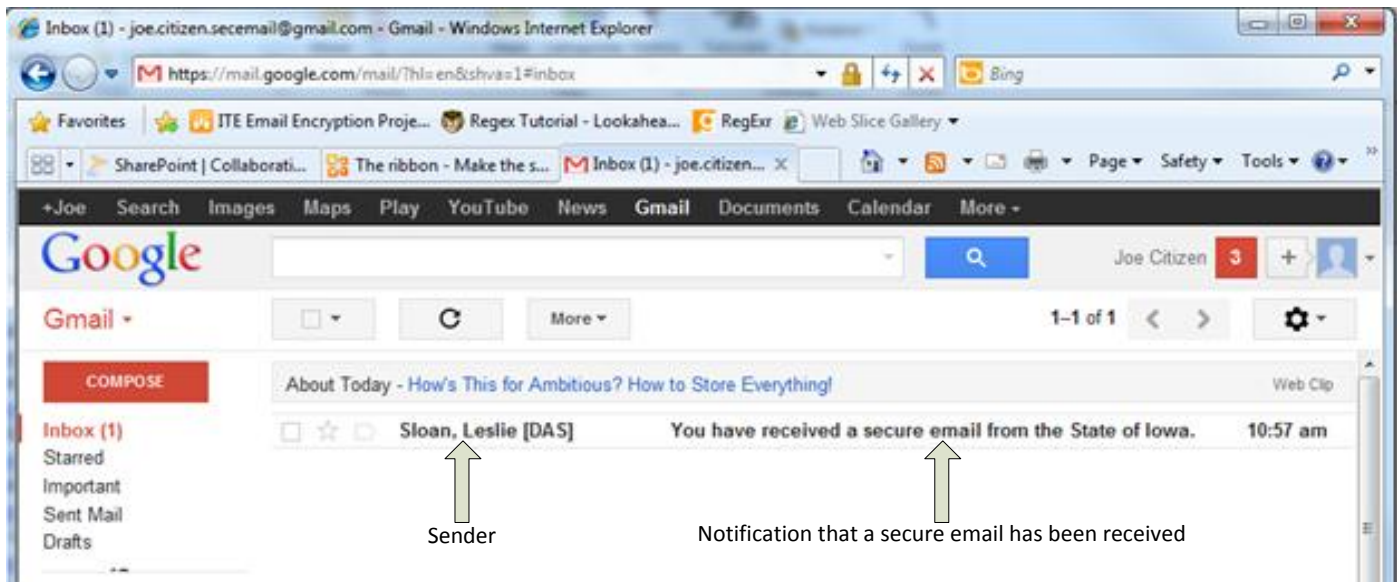
The secure email will be displayed.





Using the Secure Email System as an existing user


Upon receiving the email indicating a secure email has been sent; the receiver can access their secure email message by clicking on the link or following the URL in the message in their normal email box.




First, the recipient will see a notice in their regular email that they have received a secure email from the State of Iowa.



When the recipient clicks on the message and displays the picture – they will see the following screen:



You have received a secure email from the State of Iowa.  

 **Inbox** x

 **Sloan, Leslie [DAS]** Leslie.Sloan@iowa.gov 10:57 AM (1 minute ago) ☆  

to me ▾

Sender ↑

 **iowa.gov**
SECUREMAIL


You have received a secure email from the State of Iowa.

Read your secure message by clicking the link below or paste the following address in your browser.

https://securemail.iowa.gov/verify/login.php?fm=https://securemail.iowa.gov/module/semail.fe?reqobject=Locale&reqaction=20&lang=en&id=joe.citizen.secemail@gmail.com&page=semail_envelop&subject=This%20is%20a%20test%20email%20-%20SecureMail&sender=leslie.sloan@iowa.gov&ibeId=IBE.q47Fv8d8022549-q47Fv8dA0225490001231

The Web browser will be launched and prompt you to log in.

Your secured email message will be available for 14 days.

If you have concerns about the validity of this message, contact the sender directly,

OR contact the State of Iowa Information Technology Service Desk: Email: ITE.ServiceDesk@iowa.gov Phone: [515-281-5703](tel:515-281-5703) or [1-800-532-1174](tel:1-800-532-1174).

SecureMail Help - [Help](#)
About the State of Iowa SecureMail Service - [About](#)

How to access the secure email ←

How long the secure email will be available ←

How to get help →

The recipient can access their secure email by either clicking the link or copying and pasting the URL in a browser window.

A welcome screen will be displayed.

Mon May 7 11:17:00 2012

[Help] [Login to mailbox]



iowa.gov
SECUREMAIL

Secure Email Service

Welcome JOE.CITIZEN@IOWAID

Click the link below to logon to the Secured Email System using your A&A account password for the IowaID account listed above. This will enable you to access the secured email that was sent to "joe.citizen.secemail@gmail.com".

Click here to Logon

[Click here for UserID or Password Help](#)

NOTICE: You are about to interact with a publicly accessible website owned and operated by the State of Iowa. The actual, or attempted, unauthorized access, use, or modification of this website and its contents is strictly prohibited. Violators may be subject to administrative disciplinary action, civil litigation, and/or criminal prosecution in accordance with applicable State and Federal laws.

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Click the link to logon to get to the next screen:

Mon May 7 11:17:35 2012

[Help] [Login to Webmail]



iowa.gov
SECUREMAIL

Secure Email Service

From: leslie.sloan@iowa.gov
To: joe.citizen.secemail@gmail.com
Subject: This is a test email - SecureMail

Password:

Open

[Policies](#)
[Click here for UserID or Password Help](#)

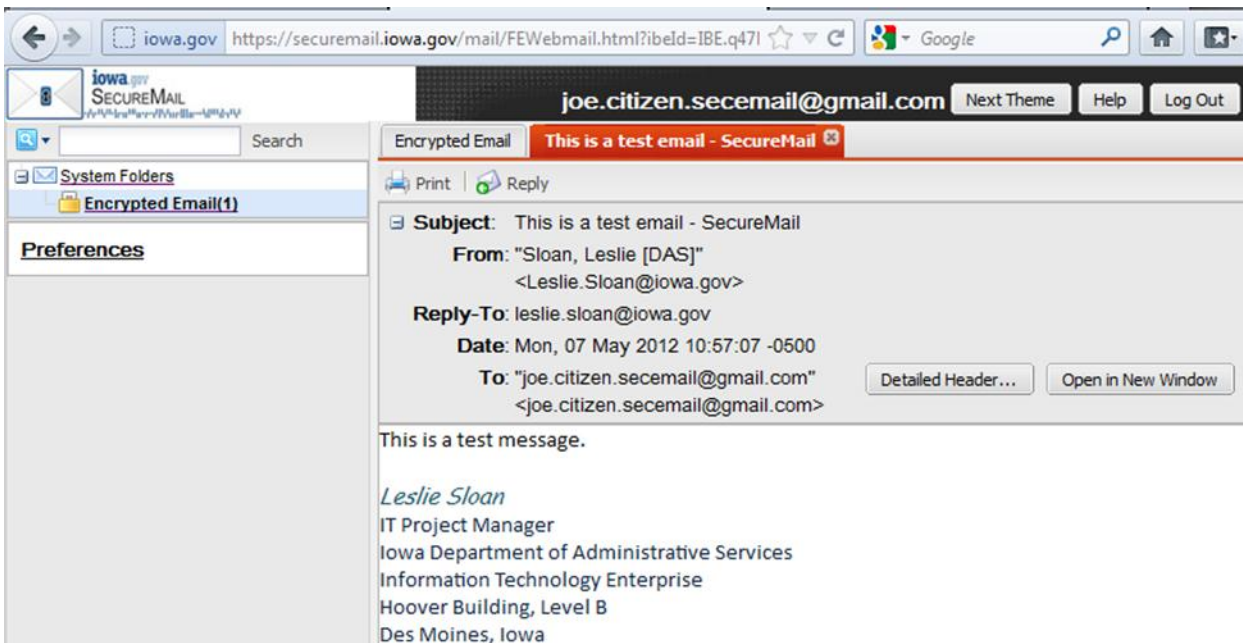
Copyright ©2010 State of Iowa. All Rights Reserved.

Enter the password created for the recipient's Enterprise A&A Account in the password box.

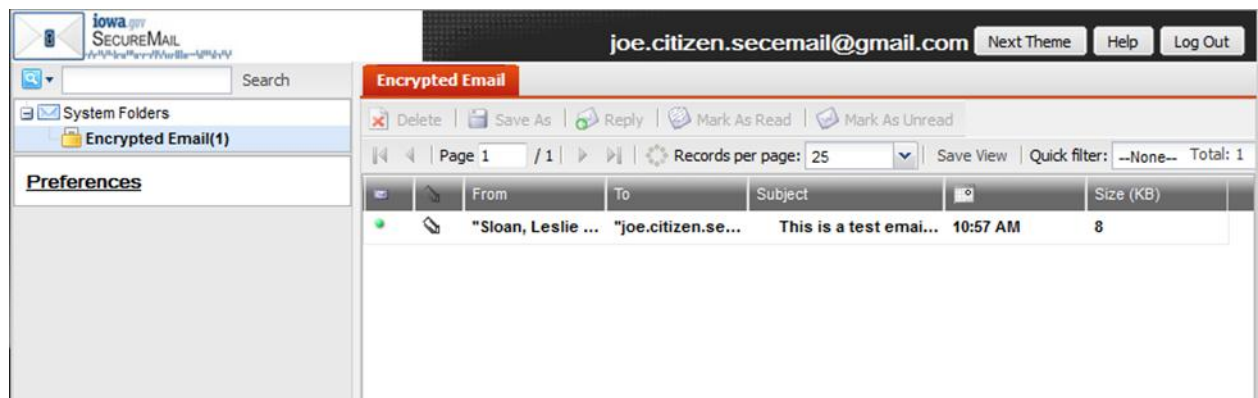
The recipient will need to read and accept the login disclaimer – click the “Accept” button.



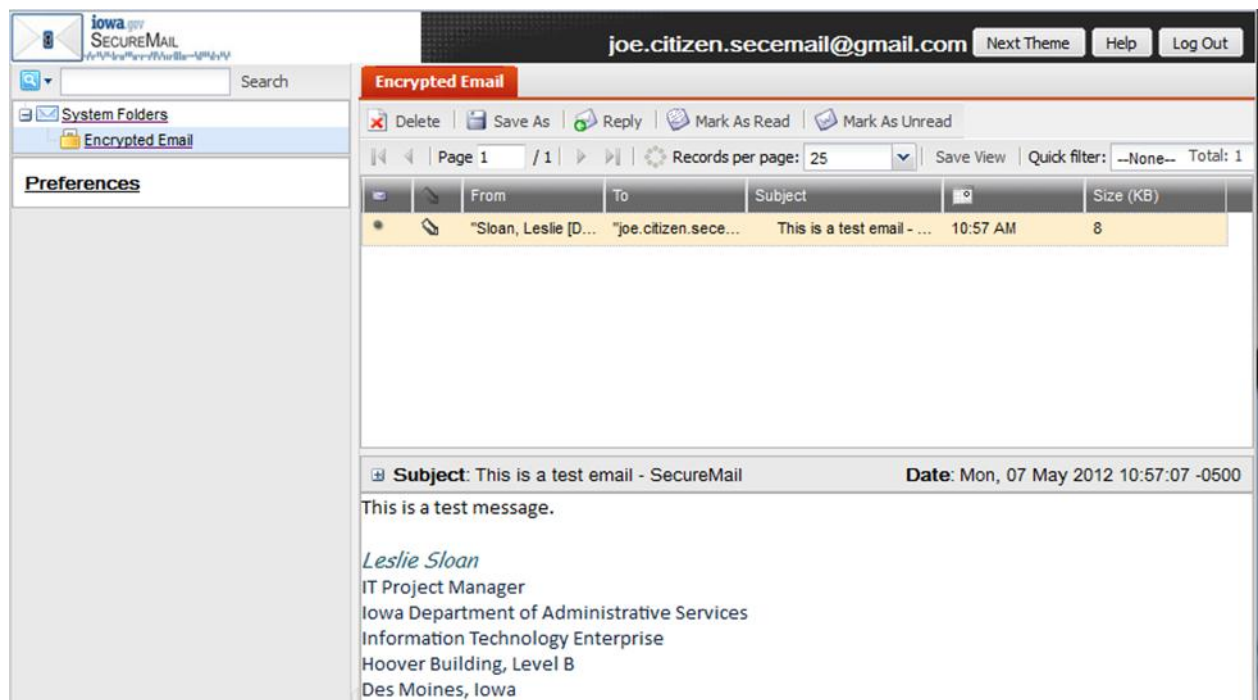
The secure email will be displayed.



The recipient can close out of their secure email and access any previous secure email messages that have not been deleted or that are less than 14 days old.

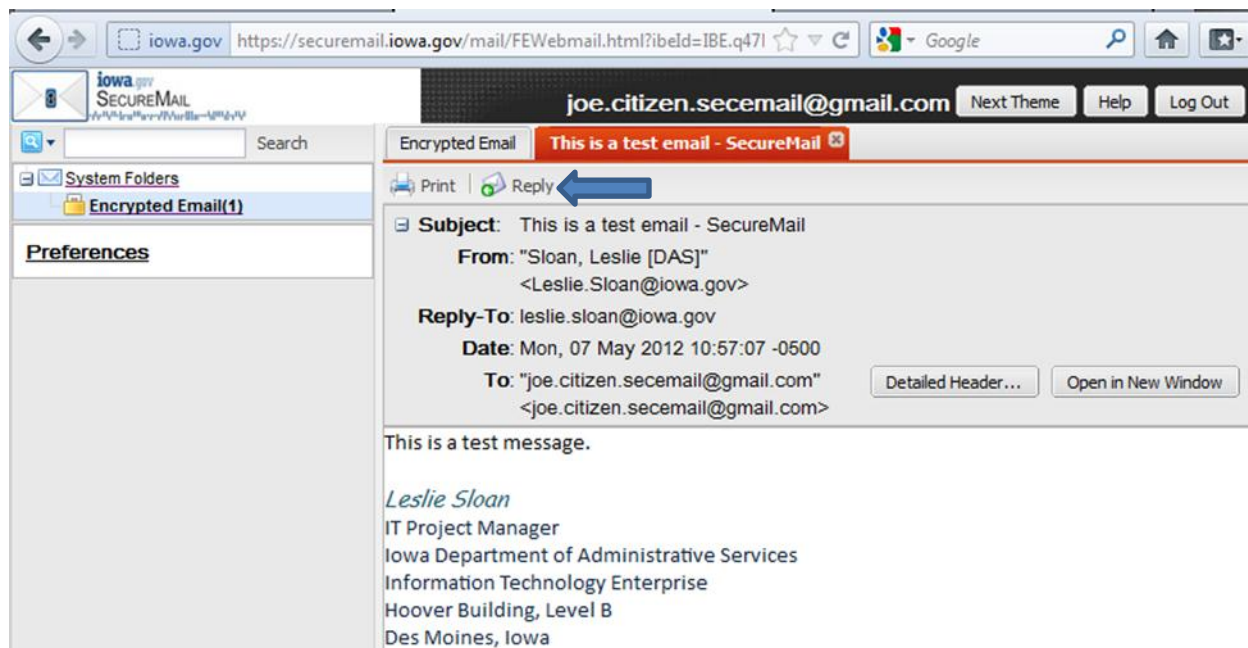


The recipient can highlight a message by clicking on it and reading it in a preview pane.

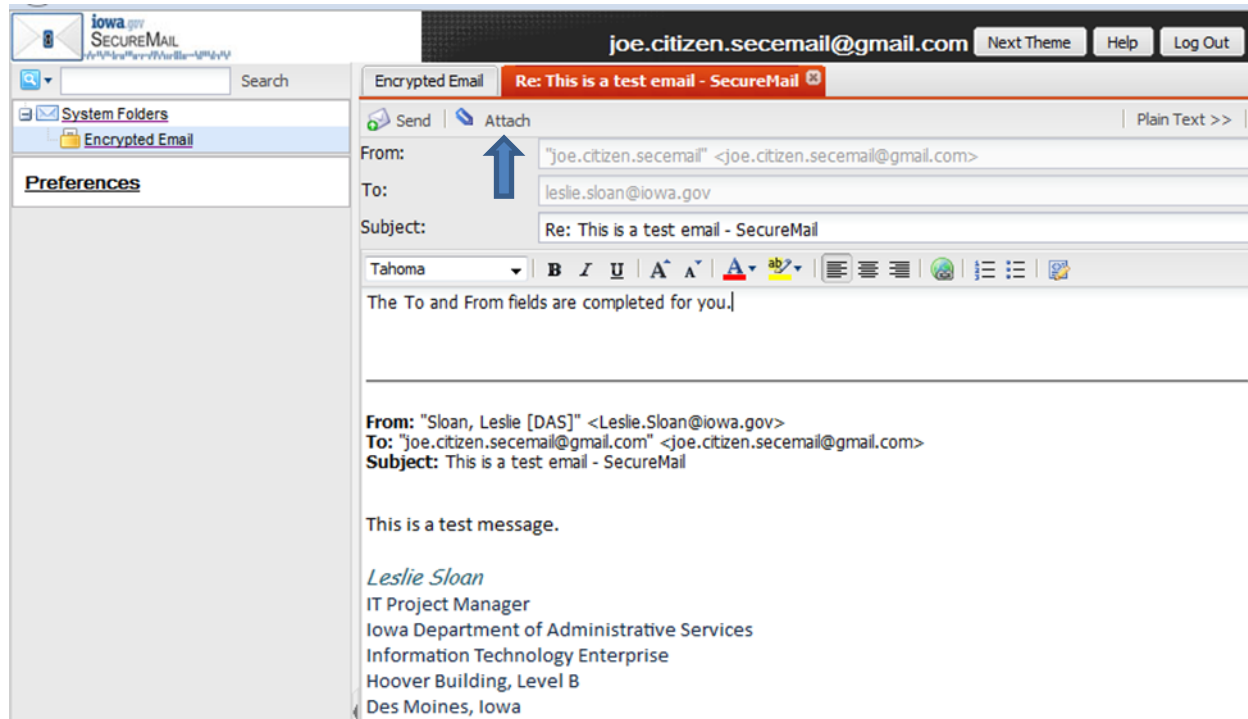


Replying to a secure email

When logged into the Secure Email System, click the reply button to respond to the secure email. The reply will be secure.

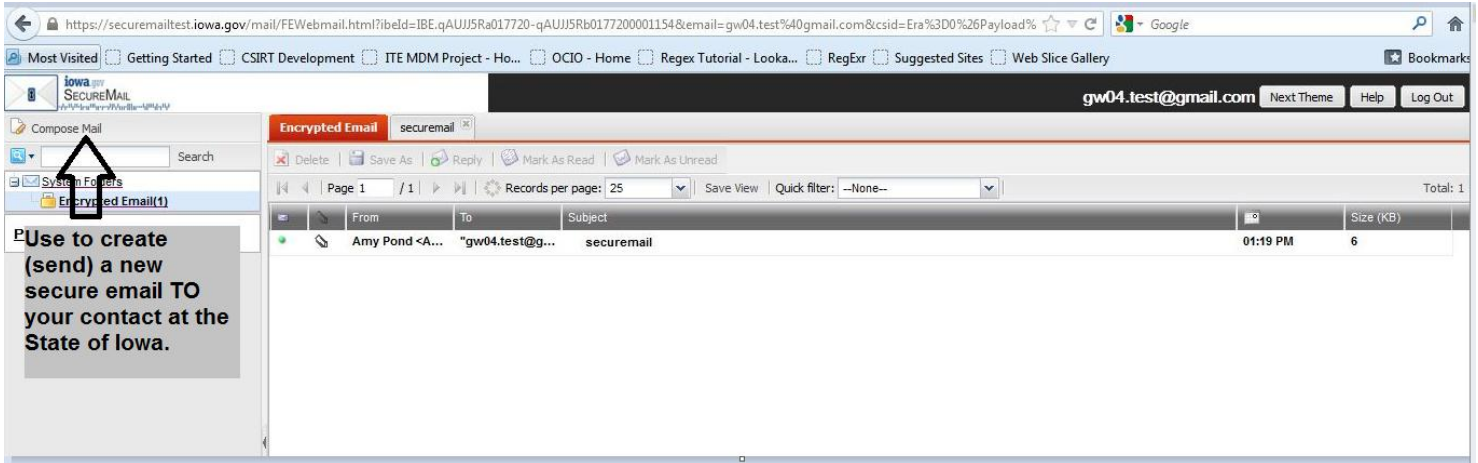


A new screen will appear to type the message and attach any needed files.

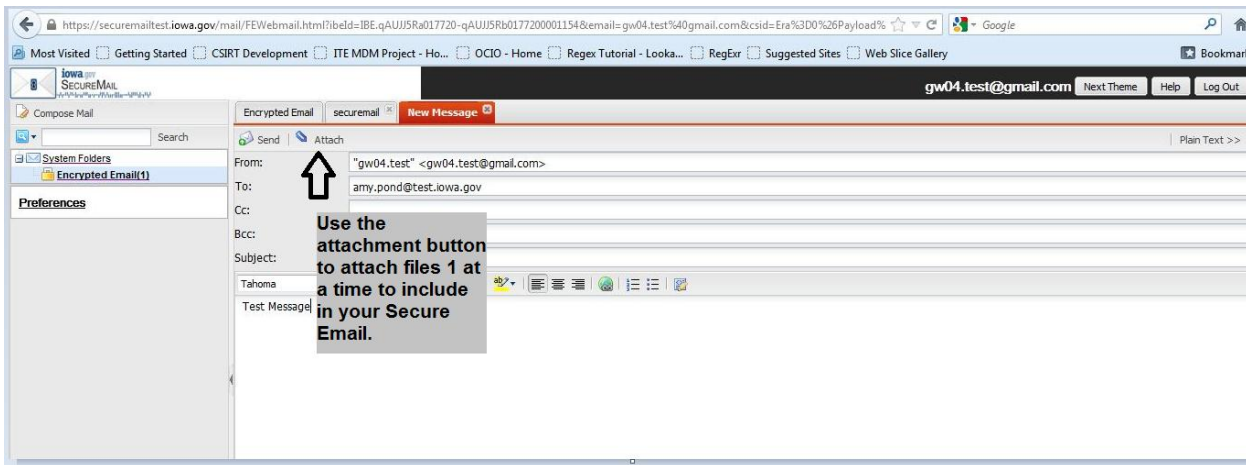


Sending a NEW message

You have the ability to send a Secure Email to your contact(s) at the State of Iowa via the Secure Email system. To send a new Secure Email – click on the **“Compose Mail”** button to open a new window and compose your message. Please note that Secure Email messages can ONLY be sent to email addresses managed by the State of Iowa. If you have any questions regarding who at the State of Iowa you can send a Secure Email to – please work with your contact(s) at the State of Iowa.



You can also attach documents to include with your Secure Email. Documents can only be attached one at a time.



Email Retention

It is critical to remember that the secure email message will only be available in the Secure Email System for **14 days** from the date it was sent. After 14 days the Secure Email System automatically deletes the message.

During the 14 day period the secure message is available, a recipient can use the link or follow the URL in the message they received in their normal email box to access their secure email from the State of Iowa. After the 14 day secure email retention period, the link (and URL) will no longer be valid and the user will get an error if they click on the link or follow the URL.

Contact Information

State of Iowa Information Technology Service Desk:

By email: ITE.Servicedesk@iowa.gov

By phone: **515-281-5703** or **1-800-532-1174**.